

## Friendly Service Means

# Customer Care

K mart 3262, Roseville, MI—Nancy D'Hondt, Pharmacist—Employees

We wanted to let you know what beautiful people you have working for you in the "Prescription Department" at Store 3262, 208 13 Mile Rd. in Roseville, Michigan.

Our son, Jeffrey, 15 years old, had leukemia and died only two weeks ago. Obviously we were going through a very tormenting period in our lives. Medicines were constantly being ordered. We didn't have the money to put up front even though the Leukemia Foundation eventually paid for these prescriptions.

Through the efforts of Nancy D'Hondt, Pharmacist, she set up a special file for Jeff and allowed us to charge. She billed the foundation! Nancy and the entire staff went out of their way to get what we needed, when we needed it. Such compassionate people, considerate and most interested in his daily welfare, cannot be taught.

K mart 7398, Englewood, CO—Bob Newton, Pharmacist, Jake Gronseth, Asst. Mgr.

I found myself stranded in the parking lot of your K mart store, with car problems of an indeterminate origin.

Help came from an unexpected source and in such a conscientious and concerned manner that I feel compelled to ask your assistance in commending the two gentlemen involved. Mr. Bob Newton, Pharmacist, and Mr. Jake Gronseth, Asst. Mgr., are the employees of your store to whom I refer. Their efforts consisted of help in determining the problem, acquisition of the appropriate parts to repair the car, (a feat of magic in downtown Denver at 9:30 pm), and the necessary effort in labor to render the car operable, which extended to well after midnight.

I can fully appreciate the great cost to each gentleman in terms of the lost time with their families. The very fact that they gave unstintingly of their time and effort in a matter of little concern to them reflects well upon you and K mart as a whole. Therefore, I respectfully request and indeed urge you to commend their efforts as I commend and appreciate them.

K mart 7128, Oak Ridge, TN—Ms. Nancy Bradham, Appliance Dept. Manager.

I purchased a portable color TV from your store #7128 located in Oak Ridge, Tennessee. Ms. Nancy Bradham, the appliance department manager, very courteously helped me during this transaction. The next day this General Electric set started smoking for some unknown reason. I returned the set to your Oak Ridge store and Ms. Bradham was again most helpful in solving my problem.

She is to be commended for her courteous and helpful service on both occasions. She and the Oak Ridge Store are proof that K mart believes in and practices "Satisfaction Always". I am indeed a satisfied customer.

This letter is in response to a request during a recent telephone conversation that I write a letter detailing our recent "K marting the U.P. and Northern Michigan" vacation.

This type of vacation had its conception over two years ago when my wife, Edna, met a fellow K mart shopper in North Platte, Nebraska. She was informed by her new-found friend that "I came 163 miles to get here. I don't get here very often." I noticed the awe-struck look on Edna's face when she mentioned the distance traveled by the woman to shop at this particular K mart. Unbeknownst to me, a seed was planted for a future trip.

On June 18, that seed developed into an intriguing vacation for all of us. We are all in accord that the stores visited by us followed proper standards. All stores were well stocked, clean and well managed. I am more than sure that



Mary Bortz, K mart 9705, Madison, Ohio

## Customer Pleaser

Mary has been with K mart since September of 1972. She started at the Mentor K mart as an appliance department employee. When she transferred to K mart 9705, Madison, Ohio, from the Mentor store, she was an assistant manager in the Appliance Department. When Mary came to the Madison K mart 2 years ago she helped set up the store and became the appliance department manager. Mary is now a full-time cashier and made the comment, "My favorite part of working at K mart is that I love the people." Showing her love for people proved to be true as a customer informed us, "The reason we come to this store for our nursing home purchases is because of this lady. She always has a smile and is so pleasant. She shows care and patience when we have many purchase orders for our residents."

management is proud of the fact that everyone was doing such a tremendous job.

Following is a list of the 17 stores, all in Michigan, that

we patronized:

9772—Caydon	3000—Marquette	7031—Menominee
9086—Pittsford	9983—Houghton	9028—Kingsford
9065—Escanaba	9998—Ironwood	9786—Sault St. Marie
9245—Chickadee	7291—Alpena	9400—West Branch
9089—Cadillac	9085—Big Rapids	9130—Ludington
9143—Manistee	3009—Traverse City	

K mart 3402, Indianapolis, IN—Sandra Rowland, Asst. Mgr. and Don Gray, Loss Prevention Manager.

I would like to express my sincere thanks to two of your employees, Ms. Rowland and Mr. Gray. I accidentally locked my 10 week old baby, Brandon, in my car. The temperature outside was in the mid to upper 90's. I became frantic and ran inside your K mart store for assistance. Ms. Rowland at the service desk immediately summoned Mr. Gray, Loss Prevention, and both of them came to my rescue. A window had to be broken and was done with all concern to the safety of my child.

Brandon must have been enclosed in the car for at least 15 minutes at a temperature of 120 degrees or above. After entry was gained these employees did not stop there. They offered us to come back inside so that we could cool Brandon's body temperature down as quickly as possible. We were taken to the back so that we could put him in cool water and give him juice. As this was taking place they arranged for most of the glass to be picked up and disposed of. I'm glad to know there are still people out there that will go out of their way in such an emergency.

I've never written a letter like this before, but I felt I must let their company know what fine employees it has. In this day and age people seem to complain more and express their appreciation less.

Again, please thank these special people for Brandon and myself. Brandon is doing just fine.

K mart 3509, Randallstown, MD—Frank Davis, Employee

I would like to take this opportunity to compliment one of your sales people, Mr. Frank Davis, of the Randallstown, MD store #3509, for his capability and efficiency in performing his job.

Mr. Davis recently waited on me and was of great assistance in helping me to select a calculator to meet my specific requirements. Throughout the sale, Mr. Davis' manner was courteous and professional, and I would like to commend him for the assistance he gave me.

K mart 3508, Edwardsville, IL—Don Mayden, Pharmacist

I had a medical emergency in my home on Saturday night at about 8:50 pm. I immediately contacted my physician to call in a prescription to your store.

My husband left home and arrived at your doors at about 9:00 pm, closing time. He was admitted in and went to the pharmacy. As yet, my physician had not yet called in the prescription. On the persistence of your pharmacist, my husband was allowed to wait until our doctor called in and the prescription was filled, causing I'm sure, your pharmacist inconvenience after business hours. This indeed was a blessing for my four ill children.

In today's hurried world, the conscientiousness of your employee, Mr. Don Mayden, was displayed as a dedicated employee willing to put in the extra effort to do a job above and beyond the call of duty in caring for his customers. You can be proud to have a person of this caliber on your staff.

My appreciation to Don Mayden. Thank you.